

MITEL

# 5540 IP Console

## Console Components



### Keyboard

#### Softkeys (F1> - F0>)

Softkeys have functions that change with the different stages of call processing or feature usage. For example, when you call a busy extension, one of the softkeys becomes an Override key for barging into the user's call. The bottom half of the display shows the functions currently available from the softkeys.

#### Dialpad Keys

**Dialing keys:** Use these keys to dial telephone numbers.

**Ringer Volume Adjustment:** Press the keys while the console is ringing to raise (^) or lower (v) the ringer volume.

**Contrast Adjustment:** Press (^) to increase or (v) to decrease.

**Brightness Adjustment:** Press and hold **FUNCTION**. Press Contrast (^) to increase or Contrast (v) to decrease.

**Cursor Control keys:** Press the **←** to erase digits when dialing telephone numbers or entering **FUNCTION** key information.

### Display

#### Call Identification

The top line of the display identifies the *Source* (SRC), or calling party; the second line, the *Destination* (DST), or called party.

**When you answer a call...** For internal calls, the display shows the name and number of the extension user and the system services and restrictions (Addt. Info. and COR) enabled for that extension. For external calls, the display shows the name of the trunk and its Addt. Info. and COR assignments.

**When you make a call...** Along with the digits dialed, you see the same information that accompanies an incoming call. For internal calls, you also see the status of the extension (ringing or busy), and whether the extension has Do Not Disturb (DND) activated or messages waiting (MSW).

#### Softkey Labels

Display the features and call-handling functions accessible from the **F1** through **F0** keys on your keyboard.

#### Call Waiting Indicator - C/W

The *C/W* indicator appears on the display when you have calls waiting to be answered. The number of calls waiting displays next to the indicator.

#### Fixed Function Keys

Press...	To...
<b>ANSWER</b>	answer calls on a "first come, first serve" basis.
<b>RELEASE</b>	complete a call transfer.
<b>CANCEL</b>	clear misdialed numbers.
<b>FUNCTION</b>	mute the console ringer, switch to Night Service or perform other console functions.
<b>PAGE</b>	access paging equipment (if available).
<b>HOLD</b>	put a call on hold.
<b>HOLD4+</b>	access additional Hold slots.
<b>BLOCK</b>	disallow room-to-room calls in a Hotel/Motel system.
<b>SET PAGE</b>	page extension users through their telephone speakers.
<b>TRUNK GROUP</b>	see which trunk groups are busy.

#### Cordless Headset Operation

For cordless headset operation, refer to the detailed instructions in the *5540 IP Console User Guide*.



## Call Handling

### Answering a Call

- Lift the handset.
- Press the **ANSWER** key

OR

- Press the **[F1]** to **[F0]** softkey to answer a specific call.

### Multiple incoming calls

The **C/W** indicator on the screen tells you additional calls are waiting. You must transfer or disconnect the current call, or put it on hold, before answering a new call.

### Transferring a Call

- Dial the destination number.
- Press the **RELEASE** key to complete the transfer and disconnect the call from the console.

### Putting Calls On Hold

- Inform the caller that you are placing him or her on hold.
- Press the **HOLD** key.

If you need more Hold keys, press the **HOLD4+** key, and then a free Hold softkey.

### Retrieving Held Calls

- Press the **HOLD** key used to put the call on hold.

For calls put on hold using the softkeys, press the **HOLD4+** key, and then the appropriate Hold softkey.

### Using Voice mail

The console does not automatically send the tones voice mail systems require. You must turn on the tones each time you want to access the system.

- Dial the voice mail access code.
- Press the **[Tones On]** softkey.
- When you are finished with the system, press the **[Tones Off]** softkey.

## Handling Recalls

External calls transferred to an extension but not answered within a specified time return to the console.

### To answer a recall:

- Press the **ANSWER** or **[Recall]** softkey.
- Inform the caller that the extension is busy or not answering.
- Do one of the following:
  - Press the **CANCEL** key to disconnect the caller.
  - Press the **[Redial DST]** softkey to redial the same destination.
  - Dial a new destination, and press the **RELEASE** key.

If the recall is because the extension is busy, you can press the **[Dest]** softkey to obtain the following softkey options:

Press ...	To ...
<b>[Override]</b>	break into the busy extension
<b>[Send Msg]</b>	send a message waiting notification to the busy extension
<b>[Callback]</b>	receive notification when the extension is free
<b>[Send Msg]</b>	sends a message waiting notification to the busy ext.
<b>Release</b>	camp the caller on the busy extension again

### Correcting a Misdialed Number

- Press the **←** key to erase the misdialed digits, and then dial the correct number.

OR

- Press the **CANCEL** key, and then redial the number.

### Setting up a Conference Call

- Start with a two-party call.
- Call a third party.
- Press the **[Conference]** softkey.

### To speak privately with one party (split the conference):

- Press the **[Source]** softkey to speak to the first party or **[Destination]** to speak to the other party.

### To connect the two parties and drop out of the conference:

- Press the **RELEASE** key.

### To release both parties without connecting them first:

- Press the **CANCEL** key.

## Keystroke Summary

Feature	Keystrokes
Advisory Msg - Set/Clear	<b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F3</b> + <b>F3</b> or <b>F4</b> or <b>F7</b> + <b>F1</b>
Alarm Messages - Read	<b>FUNCTION</b> + <b>F7</b> + <b>F1</b>
Answer a Call	Lift handset + <b>ANSWER</b> or <b>F1</b> to <b>F0</b> + Speak to caller
Answer a Call While on Call	<b>ANSWER</b> or <b>RELEASE</b> to end current call and answer first call waiting OR <b>F1</b> to <b>F0</b> to answer specific call OR place current call on <b>HOLD</b> , then <b>ANSWER</b> or <b>F1</b> to <b>F0</b>
Attendant Absent/Present	<b>FUNCTION</b> + <b>F2</b> + <b>F6</b> + <b>F1</b>

Feature	Keystrokes
Busy out Extension - Idle Extension - Busy Extension - Return Extension to Service	<p><b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F4</b> + <b>F3</b> + <b>F1</b></p> <p><b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F2</b> or <b>F3</b> + <b>F1</b></p> <p><b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F4</b> or <b>F4</b> + <b>F1</b></p>
Call Fwd - Cancel on All Extensions Call Fwd - Set/Cancel on an Extension - Always - Busy - No Answer	<p><b>FUNCTION</b> + <b>F2</b> + <b>F5</b> + <b>F7</b> + <b>F1</b></p> <p><b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F2</b> + <b>F2</b> Forwarding # + <b>F0</b></p> <p><b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F2</b> + <b>F3</b> + <b>F2</b> or <b>F7</b> + Forwarding # + <b>F0</b></p> <p><b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F2</b> + <b>F4</b> + <b>F2</b> or <b>F7</b> + Forwarding # + <b>F0</b></p>
Conference - Initiate - Split - Release Console Bell - On/Off	<p>Call third party + <b>F2</b></p> <p><b>F1</b> to speak privately to SOURCE party or <b>F3</b> to speak privately to DESTINATION party</p> <p><b>RELEASE</b> or <b>CANCEL</b></p> <p><b>FUNCTION</b> + <b>F0</b> + <b>F1</b></p>
Date - Set	<b>FUNCTION</b> + <b>F2</b> + <b>F2</b> + <b>F2</b> + Enter date + <b>F2</b> + <b>F1</b>
Day/Night Service - Change	<b>FUNCTION</b> + <b>F2</b> + <b>F7</b> + <b>F2</b> or <b>F3</b> or <b>F4</b> + <b>F1</b>
DND - Clear on All Ext.	<b>FUNCTION</b> + <b>F2</b> + <b>F4</b> + <b>F7</b> + <b>F1</b>
DND - Set/Clear on Ext. - While connected to Ext. - From idle console	<p><b>F6</b> + <b>RELEASE</b></p> <p><b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F6</b> + <b>F1</b></p>
Extension Status - View	<b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F5</b> + <b>F1</b>
Features - Clear All on Ext.	<b>FUNCTION</b> + <b>F3</b> + Ext # + <b>F0</b> + <b>F8</b> + <b>F1</b>
Firmkeys - Program	<b>FUNCTION</b> + <b>F2</b> + <b>F8</b> + Firmkey repeatedly until desired feature appears on display + <b>F0</b> + <b>F1</b>
Function - Exit	<b>F9</b> repeatedly or <b>F1</b>
Hold - Place - Retrieve	<p><b>HOLD 1</b>, <b>HOLD 2</b>, <b>HOLD 3</b> or <b>HOLD4+</b> + free <b>HOLD</b> key</p> <p><b>HOLD</b> key where call is held</p>
Language Change	<b>FUNCTION</b> + <b>F2</b> + <b>F3</b> + <b>F2</b> or <b>F3</b> or <b>F4</b> + <b>F1</b>
Message - Send to Ext	Ext # + <b>F7</b> + <b>RELEASE</b>
Night Answer - Call Answer	<b>F0</b>
Override - Busy Extension - DND on Extension	<p><b>F8</b> + <b>F1</b></p> <p><b>F8</b> + <b>RELEASE</b> or <b>CANCEL</b></p>
Paging - PA - Extension - Group	<p>Hold down <b>PAGE</b> or <b>PAGE</b> + Dial 2-digit zone code + Announce + <b>RELEASE</b></p> <p><b>DIRECT PAGE</b> + Ext # + Announce + <b>RELEASE</b></p> <p><b>DIRECT PAGE</b> + Page group number + Announce + <b>RELEASE</b></p>
Phone Book - Find Extension - Find a Name - Place Call	<p><b>PHONE BOOK</b> + <b>F3</b> + <b>F2</b> + Enter search criteria + <b>F8</b></p> <p><b>PHONE BOOK</b> + Enter name + <b>F8</b></p> <p><b>PHONE BOOK</b> + <b>F3</b> + Enter search criteria + <b>F8</b> + <b>F5</b></p>
Recall - Busy - No Answer	<p><b>ANSWER</b> or <b>F1</b> + <b>CANCEL</b> or <b>F8</b> or <b>F7</b> or <b>F1</b> or <b>RELEASE</b></p> <p><b>ANSWER</b> or <b>F1</b> + <b>F8</b> or Ext # + <b>RELEASE</b> or <b>CANCEL</b></p>

Feature	Keystrokes
Redial	<b>F9</b>
Serial Call - Setup - End System ID - View	While connected to requesting party: <b>F1</b> + Ext # + <b>RELEASE</b> <b>F5</b> + <b>RELEASE</b> <b>FUNCTION</b> + <b>F8</b>
Time - Set - 12-Hour Format - 24-Hour Format	<b>FUNCTION</b> + <b>F2</b> + <b>F2</b> + <b>F4</b> + <b>F3</b> + Enter time + <b>F2</b> or <b>F3</b> + <b>F1</b> <b>FUNCTION</b> + <b>F2</b> + <b>F2</b> + <b>F4</b> + <b>F3</b> + Enter time + <b>F2</b> + <b>F1</b>
Tone Signaling - On - Off	Dial number + <b>F3</b> + Complete call <b>F3</b> or <b>RELEASE</b> or <b>CANCEL</b>
Transfer Call	Dial destination number + <b>RELEASE</b>
Trunks - Access - Busy Out Idle Trunk - Busy Out Busy Trunk - Return Trunk to Service - View Trunk Status - View Trunk Usage - View Trunk Group Status - View Specific Trunk Group Status	<b>FUNCTION</b> + <b>F4</b> + Trunk # + <b>F0</b> + <b>F3</b> Outside number or <b>F8</b> <b>FUNCTION</b> + <b>F4</b> + Trunk # + <b>F0</b> + <b>F4</b> + <b>F3</b> + <b>F1</b> <b>FUNCTION</b> + <b>F4</b> + Trunk # + <b>F0</b> + <b>F4</b> + <b>F2</b> or <b>F3</b> + <b>F1</b> <b>FUNCTION</b> + <b>F4</b> + Trunk # + <b>F0</b> + <b>F4</b> + <b>F4</b> + <b>F1</b> <b>FUNCTION</b> + <b>F4</b> + Trunk # + <b>F0</b> + <b>F5</b> + <b>F1</b> <b>TRUNK STATUS</b> + <b>F7</b> + Trunk access code + <b>F0</b> <b>TRUNK STATUS</b> + <b>F0</b> <b>TRUNK STATUS</b> + <b>F6</b> + Trunk Group # + <b>F0</b>

## Abbreviations

Abb.	Meaning
ABS	Attendant Absent
ASGND	Assigned
AUTO-ANS	Auto Answer Call
AVAIL	Available
BAD TRK	Bad Trunk
BR	Baud Rate
CBA/CBU	Call Block Affected/Unaffected
CFNA	Call Forward No Answer
CLASS RST	Class Restricted
COR	Class of Restriction
COS	Class of Service
C/W	Call Waiting
DEP	Department (Phone Book)
DND	Do Not Disturb
FL/FLO	Flash Message
FTR ACT	Feature Activated
FTR CNCLD	Feature Canceled
FTR DISLD	Feature Code Disallowed
FTR DENY	Feature Not Allowed

Abb.	Meaning
IMM	Immediate Message
INVALID	Invalid Dialing
IC FAIL	Interconnect Failure
LOC	Local Calls Only or Location (Phone Book)
LD	Long Distance
LDN	Listed Directory Number
MNTR BUSY	Room Monitored Busy
MONITOR	Room Monitoring Active
MSG	Message
MSW	Message Waiting
MTCE	Maintenance
N	Network Trunk Letter - e.g., MSDN/DPNSS2
NIGHT ½	Night Service Mode 1 or 2
NOT ASGND	Not Assigned
NOT AVAIL	Not Available
NOT CLN	Not Clean
OCC	Occupied
OP1/2/3	Call Restriction Option
OUT OF SV	Out of Service

Abb.	Meaning
PR	Priority Message
RCL	Recall
REG	Register
RES	Reserved
RET TO SERV	Return to Service
RLS	Release
RQST DENY	Request Denied
RTN	Routine Message
RTS	Return to Service
SER	Serial
SMDA	Station Message Detail Accounting
SRC	Source
T	Trunk Letter
TRK DENY	Trunk Access Denied
TONE EXP	Tone Timer Expired
UNASSGN D	Unassigned Number
UPD	Update
VAC	Vacant

## Hotel/Motel Features

You can do all of the following from an idle console or while connected to a guest room.

**If the console is idle, start here...**

- Press the **Guest Services** firmkey.
- Dial the room number.

### Listing/Counting Rooms by Occupancy and Condition Status

You can display a list of rooms by occupancy and condition status—for example, Vacant and Not Clean, or Occupied and Maid Present.

The system also reports the total number of rooms that are in the state you specify. You can cycle through all rooms or start with a particular room number—for example, all vacant and clean rooms on the third floor.

**To list all rooms by occupancy and condition status:**

- Press the **Guest Services** firmkey.
- Do one of the following:
  - To list all vacant and clean rooms, press **[Vac/Clean]**.
  - To list all rooms in which a maid is present, press **[Maid]**.
  - To list all rooms in another state (for example, vacant and not clean), press **[Occupancy]** repeatedly until the state you want appears in the "Occup" field, and then **[Condition]** to select the condition state.
- Press **[Enter]** to display the first 10 rooms in the state you specified.

To see more information about a room, use the cursor control keys to select it, and then press the **[Select]** softkey.

**To display a list of rooms beginning with a particular room number:**

- Press the **Guest Services** firmkey.
- Select **Occupancy** and **Condition** states as described above.
- Enter a room number -- for example, 70.
- Press **[Enter]** to display a list of rooms beginning with room 70.
- Press the **[Room Number]** softkey.
- Dial the number of the first of the rooms you want to display.

**If the console is connected to the room, start here...**

Changing Room Occupancy and Condition Status

- Press the **[Status]** softkey.
- Press the softkey that corresponds to the state you want to set—for example, to change a room from vacant to occupied press the **[Occupied]** softkey.

## Setting and Canceling Wake-up Calls

- Press the **[Wake-up]** softkey.
- Do one of the following:
  - To set a wake-up call time, enter the four-digit time in 12- or 24-hour format. If you entered the time in 12-hour format, press **[AM]** or **[PM]**.
  - To cancel a wake-up call, press **[Clear Time]**.
  - To change a wake-up call time or correct an entry error, press **[Clear Time]** and then re-enter the time.
- Press **[Set]**.
- Press **[Exit]**.

## Setting and Canceling Do Not Disturb

- Press the **[No Disturb]** softkey to set or clear Do Not Disturb.

## Setting and Canceling Message Waiting

- Press the **[Msg Waiting]** softkey to set or clear the message waiting indicator on the room phone.

## Setting Room Call Restrictions

- Press the **[Status]** softkey.
- Do one of the following:
  - Press **[Call Rest.]** repeatedly until the desired restriction is displayed.
  - Press **[Call Block]** to prevent or allow room-to-room calling when call blocking is in effect. The display shows "Affected" when Call block is set.
  - Press **[Exit]**.